

### How do I use my card?

- You will get a card in the mail each month.
- Make sure the information on your card is right.
- If you do not receive your card, please call your worker at CCS or IRC.
- Keep your old cards for one year.
- If you can't make it to a medical appointment, call 24 hours ahead of time to cancel.



- Remember to always show your Medicaid card before you get any kind of medical care.

### Health Plan

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### DWS Case Number:

\_\_\_\_\_

### Agency

(CCS/IRC): \_\_\_\_\_

### Agency Case Worker

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### Agency Health Coordinator

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Medicaid Information Line  
801-538-6155 or 1-800-662-9651

Medical Benefits Web Site  
<http://health.utah.gov/umb>



## Important Information About Medicaid for Refugees



If you need someone to interpret for you, tell us. We will find someone who speaks your language to explain our programs.

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## What is Medicaid?

Medicaid is a government health program that is available to qualified people. You may qualify for Medicaid for a limited time after your arrival in the U.S. The Department of Workforce Services (DWS) will handle your Medicaid case.

- There are two Medicaid Programs: Traditional and Non-Traditional. A Traditional Medicaid card is purple. The Non-Traditional Medicaid card is blue.
- Each program has different benefits and co-pays. A co-pay is the amount of money you must pay before you may see a medical provider.
- Be sure to show your current Medicaid card every time you get medical care.

## What is a Health Plan?

A health plan is a group of doctors, clinics, hospitals and other medical experts that you will use for all of your medical care.

- Your worker at Catholic Community Services (CCS) or International Rescue Committee (IRC) will help you choose a health plan.
- The name of the health plan you select will be on your Medicaid card.
- A list of doctors, clinics, or hospitals that you can use with your health plan will be mailed to you.
- It is very important that you use a provider from this list or you may have to pay for your medical bills.
- If you need an interpreter, please contact your worker at CCS or IRC, or call your health plan.

## Medicaid Benefits

- Doctor Visits
- Family Planning
- Hospital Services
- Lab & X-Ray
- Medical Supplies
- Mental Health
- Prescriptions
- Transportation Services
- Well-Child Exams (CHEC)

## What do I have to Pay?

- You may have a co-pay for some services. Pregnant women and children **do not** have co-pays.
- With the exception of co-pays, while you are on Medicaid, you should not have to pay for your medical bills when you use providers on the list. If you do receive any medical bills, your worker at CCS or IRC will help you understand these bills.

## The Emergency Room (ER)

Only use the Emergency Room (ER) for emergencies:

- Very heavy bleeding
- A person is not breathing
- A person is unconscious
- Severe chest pain

If you have an emergency, call 911 and an ambulance will take you to the ER.

If you are not sure if something is an emergency, contact your doctor or case manager. If you use the ER for something that is not an emergency, you may have to pay the bill.

## Your Rights

- You have the right to be treated fairly and with courtesy and respect.
- You have the right to have your privacy protected and be treated with dignity.
- You have the right to get medical care no matter what your race, color, nationality, disability, sex, religion or age.
- You have the right to receive information on all available treatment options.
- You have the right to participate in decisions regarding your medical care, including refusing treatment.
- You have the right to ask for a copy of your records and request that they be changed.

## Your Responsibilities

- Show your current Medicaid card every time you get medical care.
- Check the information on your card each month to make sure it is right.
- Keep your appointments or cancel 24 hours in advance.
- Save your Medicaid cards for one year.

